Exercise

To answer below questions please follow ASIS Standard for Workplace Violence Prevention & Intervention.

1. A successful workplace violence program **begins at the top** and then who has the responsibility for a workplace violence prevention and intervention program. **Source: WVPI-STD, P 48**

2. Write three warnings sign of intimate partner violence?
Ans:

a) Injuries (especially repeated injuries) such as bruises, black eyes, and broken bones – especially if the employee tries to conceal the injuries or offers unconvincing explanations for how they occurred.
b) Absenteeism or lateness, poor concentration, and work-related errors or inconsistent work quality that is uncharacteristic of the employee.
c) Requests for time off to attend court appearances.
d) Signs of emotional distress, such as unusual quietness and increased isolation from co-workers, and unusual or repeated emotional upset during and following a phone call or contact with the employee's partner.
e) Suggestions or statements by the employee that a former or current partner is engaging in unwanted contact.
f) An unusual number of phone calls or e-mails, text messages, voicemails, or faxes from a current or former partner, and reluctance by the employee to converse with the partner or to respond to messages.
g) Abrupt changes of address by the employee or a reluctance to divulge where the employee resides.
h) Unwelcome visits by the employee's partner to the workplace, particularly if the visit elicits a strong negative reaction by the employee
Source: WVPI-STD, P – 41

3. Which are the departments in an organization has major responsibility for establishing a workplace violence prevention and intervention?
Ans: **Human resources, security, and legal personnel Source: WVPI-STD, P-7**

4. In developing workplace violence prevention program, why multidisciplinary involvement is essential?
Ans: Due to the complex and multi-dimensional nature of workplace violence, effective prevention and intervention strategies require a multidisciplinary approach. **Source: WVPI-STD, P-6**

5. What can play an instrumental role in helping to develop internal communications that inform employees of the organization's workplace violence prevention & intervention program, related policies and procedures?
Corporate communications. **Source: WVPI-STD, P-10**

6. Narrate in your own words the difference between violence Risk assessment & violence risk screening
Ans:

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A violence risk assessment is conducted by a professional to determine the level of risk of violence presented by a person and the steps to be taken to mitigate the risk. On the other hand the violence risk screening is conducted by the threat management team to check whether a particular behaviour generates a concern for violence and should or not be treated under the threat management protocols. **Source: WVPI-STD, P -3**

7. An organization that designs to develop and implement prevention and intervention efforts should begin by considering **who within the organization will hold responsibility** for (i) Developing and implementing the workplace violence prevention & intervention program? (ii) Conducting ongoing threat management and (iii) periodically assessing the effectiveness of the program.
Source: WVPI-STD, P - 6)

8. Policies and procedures can help promote **an informed workforce and a collaborative relationship** with respect to safety issues that impact everyone. **Source: WVPI-STD, P-9,10**

9. What are the general components of workplace violence Prevention & Intervention Program?
Ans:
a. Workplace violence prevention policy
b. Interdisciplinary threat management team
c. The Team Environment and the use of external experts
d. Incident Management Process
e. Protocols to address emergencies and incidents that generate concern
f. Training
Source: WVPI-STD P -14 to 19

10. What types of role security personnel can perform on a range of topics related both prevention and intervention?

i. **On-site physical security**
ii. **background screening**
iii. **background investigations incident management techniques**
iv. **coordination with other incident management practices**
v. **law enforcement intervention and coordination**
vi. **Controlling and securing the workplace**
vii. **Assisting law enforcement responders**

Source: WVPI-STD, P-8

11. When it is ideal time to communicate to employees regarding workplace violence prevention policy?
Ans: A workplace violence prevention and intervention program shall include a “No Threats, No Violence” policy that is clearly communicated to employees at the time of hire and during the course of employment.
Source: WVPI-STD, P – 14

12. When an organization chooses to terminate an employee of concern, it should engage in strategies designed to ensure a **thoughtful, respectful and safe termination.** What do you understand by the term “face-saving”? **An action that allows the employee to depart with dignity and keeping his self-respect**

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Source: VPI-STD, P – 31

13. Who should conduct a formal violence risk assessment for an organization that faced with obvious problematic behavior?
A qualified professional
Source: WVPI-STD, P -23

14. The workplace violence prevention and intervention program should include a system of centralized **record keeping.** How records of information should be handled?
With the highest degree of confidentiality and shared on a strict need-to -know basis
Source: WVPI-STD, p 19

15. An organization that chooses to adopt workplace violence prevention & intervention efforts shall identify and assess legal, regulatory and contractual requirements that influence the scope of those efforts and the manner in which they should be carried out. What type of prevention efforts is recommended by common law principles, local law principles, local laws and ordinances?

viii. **Premises liability**
ix. **respondent superior**
x. **negligence theories**
xi. **discrimination and harassment laws**

Source: WVPI-STD, P-6

16. Like other hazards in the workplace, the risk for violence can be minimized through what?
Workplace design, employee training and workplace policies and procedures or practices
Source: WVPI-STD, P – 9

17. Which department in an organization plays a central role in establishing and implementing violence prevention intervention strategies?
HR Dept
Source: WVPI-STD, P-7

18. What are the steps a workplace violence need assessment process commonly follows?
Ans:

xii. **Identify assets**
xiii. **Specify events resulting in a loss of assets**
xiv. **Predict the frequency of such events**
xv. **Estimate their impact**
xvi. **Identify options to mitigate losses**
xvii. **Evaluate the feasibility of the options**
xviii. **Complete a cost-benefit analysis**
xix. **Decide on options to implement**

Source: WVPI-STD, p-11

19. Under what types of circumstances the potential violence may increase in an organization?
Ans: Namely, the potential for violence may increase when the person in question suffers from an emotional, financial, or other significant stressor, such as the possible or actual loss of employment, financial hardship, divorce, a death in the family, legal challenges, and substance abuse

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Source: WVPI-STD, P -23

20. Questions pertinent to violence risk assessment (and initial risk screening) fall into two general categories: **(i) information regarding factors that establish a risk of violence; and (ii) information regarding factors that lower or mitigate the risk of violence**
Source: WVPI-STD, P – 27

21. In selecting an external threat assessment professional, what are the factors an organization should consider?
Ans: Education, training, and experience in violence risk assessment, especially in the workplace context; Licensing, credentialing, and insurance; Reputation; Experience in the industry; Availability, flexibility; Style, approach, and sophistication; and General familiarity with relevant criminal, civil, and employment law
Source: WVPI-STD, P – 33

22. While establishing a post incident recovery plan for acts of workplace violence, it is necessary to set up protocols for priority responses what are those priorities?

a. **Life safety**
b. **evidence preservation**
c. **assets preservation**

Source: WVPI-STD, P – 45

23. What forms a key to successful workplace violence program?
An integrated and multidisciplinary approach
Source: WVPI-STD, P – 48

24. What is critical when violence erupts?
The organization's effective response based on pre-planning, training and table-top exercises. Studies show that once violence begins **the persons already at the scene** has the greatest impact in managing violence.
Source: WVPI-STD, P – 35

25. What stand for SWAT?
Special Weapons and Tactics Team
Source: WVPI-STD, P – 37

26. What is the best prevention against workplace violence?
Early Intervention
Source: WVPI-STD, P – 24

27. The organization planning and implementation group should draft an outline of a prevention and intervention program that fits the organization's **resource, needs and culture.**
Source: WVPI-STD, P – 20

28. An organization that chooses to develop and implement workplace violence prevention and intervention efforts must begin by what?
By considering the scope of these efforts
Source: WVPI-STD, P-4

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29. While defining workplace violence, the definition should include behavior that generates a concern for safety from violence. What are the important reasons to include behavior in the definition of workplace violence?

- **It is disruptive in and of itself**
- **It offers a chance at intervention before it can progress to violence**
- **It can be seen as putting an organization "on notice" of possible violence**

Source: WVPI-STD, P-5

30. In developing workplace violence prevention program, an organization should strive to engage **all employees** in the process of creating a safe and secure workplace environment.
Source: WVPI-STD, P-7

31. Indeed, where feasible, establishing **labour involvement** in the development of workplace violence
Source: WVPI-STD, P – 9

32. An important maxim that applies to both prevention and incident management is the notion that **no one "goes it alone"** instead effective prevention and management requires **a team approach.**
Source: WVPI-STD, P – 16

33. An organization should carefully consider how it can successfully implement a **collaborative** violence prevention and intervention that involves **all stakeholders.**
Source: WVPI-STD, P – 20

34. The nature and sequence of steps an organization takes to design and implement a workplace violence program, which will depend on what types of factors?
Ans: **Size, characteristics, culture and resources of the organization**
Source: WVPI-STD, P – 20

35. When we can expect the greater opportunity for successful intervention?
When a threat or concern is reported quickly and accurately
Source: WVPI-STD, P – 24

36. When an employee will self-disclose a mental disorder, what actions should be taken by Threat Management Team?

• Seeking the advice of a qualified threat assessment professionalism
• Encouraging the employee to seek medical attention
• Securing the help of family or close friends, if legally appropriate
• If necessary, engage law enforcement to secure the employee's commission to a psychiatric Facility
• AS appropriate, have a fitness for duty examination completed

Source: WVPI-STD, P 31

37. What do you understand by "fitness for duty examination"?

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An examination performed by a qualified licensed medical health professional to assess whether the employee is fit to perform the essential functions of his job
Source: WVPI-STD, P – 31

38. What are the elements are critical to helping an organization establish an effective response to a violent incident?
- **Pre-planning**
- **training**
- **table-top exercises**

Source: WVPI-STD, P – 35

39. In establishing a channel of communication with a law enforcement agency, what is preferable for an organization?
To designate one person and an alternate as its permanent liaison officer with the police
Source: WVPI-STD, P – 37

40. What is the foundation for effective crisis management?
Communication with all impacted stakeholders
Source: WVPI-STD, P 46

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